

Questions on Visual Information Services PRD

Questions, Set #1

April 2, 2002

1. C-1.4.1. Service Provider (SP) is expected to keep abreast of emerging technology in equipment, software, and products. SP shall submit recommendations and justification to Government. Who pays for this?

RESPONSE: The Government expects that the SP will maintain an awareness of emerging technologies that may improve how the work under this PRD is performed. This is not a specific task, but the SP should make recommendations to the Government when emerging technologies offer an opportunity to improve how the work is done.

2. C-1.5.1.1.1. SP must provide a “full-time, on-site PM and name an alternate. Is this someone SP has to add in as 100% overhead or can it just be the VI supervisor with other duties?

RESPONSE: The SP must provide a PM who is on-site full time and has responsibility for performance of the work under this contract. As stated, this PM must have authority to manage and direct SP personnel and make decisions for the SP on pertinent issues. The SP must determine how they will staff this role to meet the terms of the contract.

3. C-1.5.1.1.3. Is the 1-hour response time for after normal duty hours reasonable if the PM is off-site? Is a telephone reply acceptable?

RESPONSE: A telephone reply within one hour is acceptable.

4. C-1.5.1.3. Mentions that SP will be responsible for all training of personnel. Who pays for this?

RESPONSE: The SP is responsible for all training, except in the case of Government provided training, which the Government will provide the training (fees). However, the SP is responsible for the personnel/labor costs involved for personnel to attend the training.

5. C-1.5.1.6. Who pays for SP Government required ID cards?

RESPONSE: The Government.

6. C-1.5.2.1. Who pays for Government required vehicle registration cards? Mobile VI Van is provided. Is there a need for any additional vehicle? If so, who pays for the vehicle, maintenance and fuel? What is the historical usage of other vehicles? Fuel for Mobile Van is supplied...what about maintenance, who pays?

RESPONSE: The Government will pay the cost of Government-required vehicle registration. The SP must determine whether the SP needs additional vehicles based upon the requirements stated in the PRD. The Government cannot provide information regarding historical usage of vehicles. Traditionally, Government personnel have used their personal

vehicles to accomplish local travel and tasks and submitted mileage for reimbursement at the going rate. However, historical mileage and reimbursement amounts are not available. The Government will pay for maintenance on the Government supplied Mobile Audio Van referenced in C-3.1.4.

7. C-1.5.3.2. Are any security clearances required? If so, how many and who pays for them?

RESPONSE: The need for personnel with Secret security clearance occurs on an infrequent, irregular basis. The SP should provide personnel capable of obtaining security clearance at the Secret level. In the event personnel are required to obtain security clearances, the Government will pay for security clearances.

8. C-1.5.3.3. Is there a requirement for an electronic alarm system? If so, who pays for it?

RESPONSE: As stated in C-1.5.3.3.2, the SP “shall be responsible for the security of all Government furnished facilities, equipment and materials that have been furnished to the Service Provider under this PRD.” The SP must determine how it chooses to secure these facilities, equipment and materials. Please note that two facilities, buildings 912 and 914 (VI Presentations and VI Photo) currently have alarm systems installed. These will be available for use during the time an SP occupies those facilities for the provision of PRD services.

9. C-1.5.3.3.3. What is the historical incidence rate for lost keys and re-keying?

RESPONSE: In FY01, 12 locks were re-keyed, 33 keys were cut, and 1 lock was changed for VI facilities.

10. C-1.5.4.1. If facilities and equipment are going to be provided and the SP after inspections identifies OSHA, safety, fire, and environmental violations, who will correct them? Who will pay for the corrections? Will an alternate working location be provided while corrections are being made? If the SP notifies the Government of violations, will this notification hold harmless the SP from fines and infractions?

RESPONSE: If valid OSHA, safety, fire and/or environmental violations are identified prior to the contract start date, the Government will assume responsibility for correcting these violations and will assume the costs of these corrections. The Government will make every effort to have corrections completed prior to the contract start date. In the event corrections cannot be completed prior to the contract start date, the Government will provide an alternate working location until such time as corrections are completed. If the SP notifies the Government of valid violations prior to the contract start date, the SP will be held harmless from fines and infractions related to these violations.

11. C-1.5.4.1.3. How often is protective equipment and clothing required? Who pays for protective equipment and clothing?

RESPONSE: The Government expects that a qualified service provider will have knowledge of the protective equipment and clothing needed to perform the work in this PRD, and when such equipment must be used. Unless protective equipment and clothing is specifically listed under Government Furnished Property listings, the SP is responsible for providing this equipment. This applies to protective equipment and clothing specific to accomplishing the work under this contract; it does not include standard facility-specific safety equipment such as (but not limited to) fire extinguishers and/or other fire suppression systems and or safety items. These items are provided as part of the Government Furnished Facilities.

12. SP will provide Employee Information Report, Physical Security Plan, Safety Program Plan, Quality Control Plan, Emergency Situations and Contingency Operations Support Plan, Strike Contingency Plan, Program Management Plan, Administrative Proposal, Performance Proposal, Technical Proposal, Price Proposal (in Excel), Manpower Report, Transition Period Plan, Transition Period Report (weekly), Right of First Refusal List, GFP plan, Report of DoD Property in the Custody of Contractor (annual), and Reimbursements Billing Report (monthly). Does the MEO have to submit all reports? If so, does the MEO need to staff additional labor hours for this?

RESPONSE: After award, the Service Provider (contractor or MEO) will be required to submit all reports in accordance with the requirements in Section C. The MEO is exempt from submitting the Administrative, Performance and Price (excel format) Proposals (see Amendment 0001). The MEO shall submit the other requirements identified in Section L, i.e. Quality Control Plan, Program Management Plan, Technical Proposal, Transition Period Plan, Government Furnished Property Plan. The MEO is also exempt from the requirements of providing the Right of First Refusal List and the Report of DoD Property in the Custody of Contractors (see Amendment 0001). It is up to the MEO to determine if they need to staff for these requirements.

13. C-1.5.9.4. SP must attend meeting with the KO on a monthly basis for the first year of the contract period. A written report must also be submitted. Does the MEO have to comply? If so, does the MEO need to staff additional labor hours for this requirement?

RESPONSE: Yes. The MEO must meet the requirements of the PRD and staff accordingly.

14. C-1.5.11.2. SP must establish and maintain a notification system capable of notifying key personnel of critical system failures and security alarms 24/7. Is there a cost associated with this? If so, who pays?

RESPONSE: The PRD states only that the SP must establish and maintain a notification system that meets the requirements mentioned above. Whether or not there is a cost associated with such a system is dependent upon what system the SP chooses to implement. The SP is responsible for the costs of whatever system it chooses to implement.

15. C-3.1.1.2. Can the MEO use the existing property book control system? Is there an MEO cost associated?

RESPONSE: The SP (MEO or offeror) determines what system it will use to meet the requirements and costs that system accordingly.

16. C-3.1.1.3. Can the MEO use the existing GFP plan? Is there an MEO cost associated?

RESPONSE: The MEO must meet the requirements of the PRD and cost it accordingly.

17. C-3.1.1.5. SP must conduct a GFP inventory no later than 5 days prior to the start of work. Does the MEO have to do this? Does the MEO need to staff additional labor hours for this requirement?

RESPONSE: The MEO must meet the requirements of the PRD and cost it accordingly.

18. C-3.1.2.1. SP is responsible for proper care, maintenance, repair and use of Government property in its possession or control. BOS SP will provide for maintenance or services not otherwise addressed in this PRD. Are we to assume that there is no cost for this attributed to the VI SP?

RESPONSE: Yes.

19. C-3.2.4. States that the SP will reimburse for Emergency Medical Care for SP personnel. Does the SP have to include costs for this?

RESPONSE: The SP determines how they will handle this (whether this cost is included in their bid or whether the SP will absorb this cost).

20. C-4. What is the historical usage of vehicles, supplies, parts, and materials? Are supplies, materials, and parts reimbursed by the Government?

RESPONSE: The Government cannot provide historical usage information for vehicles. See response to question #6 above.

With respect to supplies, parts and materials, approximate total VI supply costs for FY01 are \$170,000. This includes usage for all three branches, Graphics, Photo & Presentation. Copies of the FY01 purchase requests/supply log are available in the A-76 Library for review. This does not take into consideration what was left over from FY00, nor does it address what was available at the end of FY01 to carry over into FY02.

21. C-5.3.1.1. Who is the "Webmaster"?

RESPONSE: The Webmaster is an ITBC contractor assigned to the Enterprise Management group.

22. C-5.3.2. What is the historical usage of supplies, parts and materials to produce graphic products?

RESPONSE: See response to question #20 above.

23. C-5.3.3. What is the historical usage of supplies, parts and materials to produce photographic products?

RESPONSE: See response to question #20 above.

24. C-5.3.4. What is the historical usage of supplies, parts and materials to conduct VI equipment and loan services?

RESPONSE: See question 20 above.

25. C-5.3.5. What is the historical usage of supplies, parts and materials to conduct PA address and VI presentation system?

RESPONSE: See question 20 above.

26. If a customer breaks a piece of loaned equipment, who pays for repair parts and/or replacement equipment?

RESPONSE: Pursuant to Amendment 0001, the Government pays for maintenance and repair of all property and equipment. With respect to replacement of equipment, if the equipment is Government Furnished Property, replacement shall be handled according to Section C-3.1.2.3, Replacement of Government Furnished Property. Replacement of Service Provider Furnished Property is the responsibility of the SP.

Questions, Set #2

April 2, 2002

27. The RFP makes references C-1.4.1, C-1.5.1.3.4 and C-3.1.7 about staying abreast of emerging technologies by attending training seminars and conferences and as new technologies emerge making recommendations to upgrade or replace existing operating systems. Question: Is this a specific task and what CLIN is it charged against including the travel?

RESPONSE: The Government expects that the SP will maintain an awareness of emerging technologies that may improve how the work under this PRD is performed. This is not a specific task, but the SP should make recommendations to the Government when emerging technologies offer an opportunity to improve how the work is done. The PRD provides information regarding recurring travel, some of which is related to this requirement, in Technical Exhibit 5. The historical travel is identified in TE 5. The SP plans for that in his proposal. It is not charged separately.

28. Section C-1.5.4 Safety and C-1.5.4.1.3 address the need for the Service Provider to provide safety items for the protection of their employees. The government having been the incumbent for quite some time must have records of safety items required by type and quantity. Question: Is it possible for the government to share this information with us?

RESPONSE: This information is not available. The Government expects that a SP qualified to perform the work under this PRD will have knowledge of the type and quantity of equipment required to safely perform the work and meet relevant regulatory requirements (i.e., OSHA). As specified in C-1.5.4.1.3, SP personnel “shall wear safety items required by OSHA during the performance of tasks requiring protective equipment or clothing.”

29. Sections C-1.5.1.3, C-1.5.1.3.1, C-1.5.1.3.3, C-5.2 and C-5.3.1.5 are all related to Employee training and/or employee performance. Question: What specific training will the government provide to the Service Provider? Question: What is the difference between government provided training and government provided orientation as it relates to this contract?

RESPONSE: The Government will provide training on the TSAMS-E management information system. Government provided training is intended to give SP personnel the knowledge necessary to operate a specific Government-required system. As stated in Section C-1.5.1.3.3, initial Government provided orientation is intended only to allow SP personnel to observe and become familiar with assigned areas of responsibility. It is not intended to instruct SP personnel as to how work should be done.

30. Section C-3.1.2 Care, Maintenance, use and replacement of government furnished property includes Service Provider Responsibilities, Warranties and Contracts and Replacement of Government Furnished Property. Question: What is the Service Providers liability in complying with Paragraphs C-3.1.2.1, C-3.1.2.2 and C-3.1.2.3?

RESPONSE: SP limits of liability shall be according to the provisions of FAR 45.504 and AFARS 45, as stated in the PRD.

31. Sections C-3.1.4, C-4.1.2.2, C-4.1.2.5, and C-5.3.5.2 make reference to vehicles that maybe used to perform the PRD. The government has been the incumbent for quite some time and should have a record of the vehicle usage required to meet the PRD requirements. Question: Is it possible for the government to provide the historical vehicle usage in support of this contract?

RESPONSE: See response to question #6 above.

32. Sections C-4.1, C-4.1.2.1 and C-4.1.2.3 make reference to Service Provider-Furnished supplies and materials. The government having been the incumbent for quite some time should have a up-to-date listing of supplies and materials by nomenclature, part and/or items number and quantities for a specific period of time i.e., days, weeks, months, quarters, etc. Question: Is it possible for the government to share this usage data with the potential Service Providers?

RESPONSE: See response to question #20 above.

33. Sections C-5.3.5, C-5.3.5.5, C-5.3.5.6 and C-5.3.5.7 make reference to VI Permanent and Mobile Public Address and Presentation Systems Services, Maintenance and Repair. Question: Is the Service Provider responsible for the actual maintenance and/or Repair of the Systems or the interface and Coordination with other Service Providers?

RESPONSE: The SP is responsible for the actual maintenance and repair of the systems.

34. Technical Exhibit 5-2 identifies Recurring Annual Travel. Question: How is the travel invoiced and what CLIN is it invoiced against?

RESPONSE: The PRD provides information regarding historical recurring travel. The SP plans for that in his proposal. It is not charged separately.

35. Technical Exhibit 9 identifies the Supply Quality and Brand Specifications in support of the PRD. The Government has historical data collected over the years as the incumbent including demand data, sources of supply and lead-time on ordering and receiving and cost. Question: It is possible for the government to share this data with the potentials Service Provider?

RESPONSE: See response to question #20 above.
With respect to sources of supply, lead-time on ordering and receiving and cost, as stated in Section C-4.1.2.4 of the PRD, "It is the Service Provider's responsibility to select supply sources and arrange for delivery to meet contract requirements."

Questions, Set 3

April 3, 2002

36. Ref. PRD Para. C-1.3. Responsibility, It states that the Service Provider will have responsibility for work that was started by the Government but not completed by contract date. Will the service provider be required to meet completion dates established by the Government before contract award?

RESPONSE: Reference paragraph C-1.3. Responsibility "The Service Provider shall accept total responsibility for all operations specified in this PRD as of 0001 hours on the contract start date. All work covered by this PRD and started by the Government, but not completed by the contract start date, shall become the complete responsibility of the Service Provider." This applies to all actions planned or in progress at that time. Any concerns regarding compliance should be immediately brought to the attention of the Contracting Officer to avoid problems caused by failure to meet established time constraints.

37. In the Draft PRD the Video production workload was included. Will this be a separate solicitation, or has the Media Division been excluded from A76 Competition?

RESPONSE: The final solicitation issued 19 March 2002 supersedes the draft PRD. The Video production requirement was pulled from the study. See response to question #52 below.

38. Ref. PRD Technical Exhibit 5 - Annual Workload and Associated Factors, C-5.3.2.1.1 through 5.3.2.2. This reflects designed work but not products delivered. To understand costs associated with this work we need to know: sizes of work produced, how many were laminated, how many were matted, how many were mounted and what material was used? What were the sizes of these items?

RESPONSE:

Percentage and size of laminated products produced are as follows:

- 52% of laminated products are Misc. sizes
- 16% of laminated products are 8-1/2x11 or smaller sizes
- 16% of laminated products are 11x17
- 16% of laminated products are 30 x 40 or smaller sizes

Percentage and sizes of matted products produced are as follows:

- 95% of matted products are 11x17 or smaller sizes
- 5% of matted products are 30x40 or smaller sizes

Percentage and sizes of mounted products produced are as follows:

- 50% of mounted products are Misc. sizes
- 25% of mounted products are 11x17
- 15% of mounted products are 30x40
- 10% of mounted products are 20x30 or smaller sizes

Note: The self-help items are not included in the total amount of duplications (119,601)

Percentage amount of products produced that were 8-1/2x11 or smaller sizes are as follows:

- 50% 8-1/2x11 or smaller sizes
- 50% Misc. larger than 8-1/2x11

Total cost of materials used for the Self-Help Center was approximately \$2,500.00 for FY 2001. This amount is included in the overall total \$170,000 referenced in question #20 above.

39. What was the supply costs last year in support of the VI mission?

RESPONSE: See response to question #20 above.

40. What is included in your Multimedia work? (i.e. text combined with photo, animation and sound) What is the complexity? Please clarify the work.

RESPONSE: Please see Technical Exhibit 10 Complexity Factors for Graphics Products for a description of the complexity of the work.

41. Ref. PRD Technical Exhibit 5 - Annual Workload and Associated Factors, C-5.3.3.4, C-5.3.3.6, C-5.3.3.7, C-5.3.3.8 What are the sizes that were produced; how many were mounted, how many were laminated?

RESPONSE: See question 38 above.

Questions, Set #4, from Preproposal Conference

April 4, 2002

42. Reference presentation support (C-5.3.5.2), i.e. conference support across installation, etc. Can we review work order files, i.e. average length per work order, etc? Are they 2-hour coverage for a parade or 5-days for a conference? In TE 5 the graphics design is broken out by Simple, Medium and Complex and the photo shoots are broken out by studio shoots and on-location shoots, that's the same kind of detail I'd like to see the presentations broken out into. If we can't look at the files, need something to tell us whether it's 2 man-years or 22 man-years or whatever.

RESPONSE: The workload listed for C-5.3.5.2 in TE-5 represents on-post support of ceremonies and other events. Average support time per event is three to five hours. This average time includes set-up, event support and breakdown and that some of this effort may occur prior to or after regular business hours of 0730-1630. Also, note that Amendment 0001 makes a change to the work count title reflecting removal of the word "conferences".

43. Can you do an analysis of the work orders in 2 respects: (1) presentation support and (2) average response time (priority codes)? How many have to be completed within specific time frames, i.e. 4 hours; 2 days; 1 week, 1 month, etc?

RESPONSE: Not sure which line item this question refers to; generally, there are no priority codes for presentation support and all support is coordinated and planned prior to the support being provided. See Technical Exhibit 2 – Service Performance Summary for performance standard and error rate information.

44. Is the installation Hazmat plan available? Is there a copier available in the library? If not can we bring our own?

RESPONSE: Yes, the Hazmat plan is in the library in Bldg 197. There is a list of the documents that are available. Most of the general plans/ops type stuff for FSH is already available at the library. There is not a copier available to the library. Yes you can bring your own.

45. Is the Hazmat plan on the website?

RESPONSE: No. See Question #44 above.

46. The present commercial contracts in place, like maintenance, are they going to remain in place and renewed by the Government? Or once the Service Provider (SP) takes over, they will be responsible for those contracts? I.e. Bldg 911 had a copier that had a label on it regarding a service contract. Will the Government continue to provide, or will the SP become responsible for all those contracts?

RESPONSE: Present commercial support contracts will remain in place and be renegotiated as necessary by the Government. The SP will not be responsible for negotiating or providing those agreements. The SP will be responsible only for utilizing those contract vehicles when support/service is needed – the Government will not pay additional monies for service provided by means other than the negotiated contracts or the maintenance/support provided by the Government.

47. Is it possible to find out what equipment is on the service contract; what equipment will stay on the service contract; and will the Government continue to fund those service contracts?

RESPONSE: There is a list in the solicitation of the Government furnished contracts that relate only to the VI. There are some contracts for maintenance of equipment that may be part of the SP for FSH, which is not included in this package. Per Amendment 0001, the Government will provide maintenance and repair of GFP, unless otherwise specified in the PRD (i.e., minor maintenance and repair of VI loaner equipment).

48. Crossing those current contracts to the equipment nomenclature, there's no way. We need to know (1) is this equipment under warranty/maintenance; (2) when does the warranty/maintenance expire; and (3) does the SP have to pick it up for maintenance, or will the Government continue to provide.

RESPONSE: See Amendment 0001. The Government will provide maintenance and repair of GFP, unless otherwise specified in the PRD (i.e., minor maintenance and repair of VI loaner equipment). The SP is still responsible for maintenance and repair of SP Furnished equipment.

49. When the SP takes over an office, is that copier going to stay there and is the Government going to continue to provide? Same is true for all the other equipment listed in TE 8.

RESPONSE: See question 48 above.

50. Can we get copies of the sub hand-receipts to show the equipment that will be provided?

RESPONSE: That information is already in the solicitation in TE 8. That list was pulled directly from the property book.

51. Will we know how many people are being impacted? How many positions are under study?

RESPONSE: There are approximately 32 positions under study.

<u>Position Title</u>	<u># of employees</u>
Visual Information Specialist (Supervisor)	1
Visual Information Specialist (Work leader)	2
Visual Information Specialist	12
Still Photographer (Supervisor)	1
Still Photographer	7

Audio Visual Specialist (Supervisor)	1
Audio Visual Specialist	1
Audio Visual Worker (MVO)	4
Work Orders Clerk	3

52. Are the 32 positions strictly GS type positions? Are there any military impacted?

RESPONSE: The positions are all civilian positions. There are no military. This study has changed several times since its inception. Originally it was part of the whole base study, then it was pulled out and set-aside for small business. Since then there's been reorganizations within the Army that's impacted this. There's a new Facility Command that will be coming on board within the next few months. Because of that and because of the MACOMs that still exist within the Army certain functions have been pulled back and forth. Originally we were planning on including the TV section in this. That section has been removed and will belong to MEDCOM. FSH will fall under the new installation command when it sets up. So the numbers have changed dramatically. In addition, we originally announced the study over 4 years ago. Right now there are only about 4 months left on our mandatory 48 months study time. So the numbers have changed quite a bit. The original numbers given to Congress may not represent anything close to what we've got right now.

53. As a result of these command structure changes, do you anticipate any significant workload changes in your workload estimates?

RESPONSE: No, not at this time. We have no idea of any workload changes. The missions will primarily still be there. It's basically just change in command that's impacted by this reorganization.

54. The workload projections published in the draft RFP gave workload projections, I was under the impression, based on approximately 40 some people and now you're saying 30 some people. That would definitely change the workload estimates.

RESPONSE: The roughly 40 people included the TV section. That has been removed. The workload represents only that which is now included in the PRD and is staffed by the current identified personnel. See response to question #52 above.

55. Reference workload on page 101, paragraph C-5.3.2.1.4., there is 119,601 graphics products duplicated. For a cost contract that information is fine, for a firm-fixed, it's not enough. 119,000 black & white, 8X11 xeroxs are real cheap. But 119,000 3X4 laminated full color posters--that makes the deal a lot more precarious. I'd ask that that quantity be broken out by size and medium.

RESPONSE: See question 38 above. The graphics duplications can be grouped by simple, medium, and complex based upon the complexity of the designs. Figures are as follows: 2990 simple; 54,900 medium complexity; and 61,711 complex. Technical Exhibit 10 Complexity Factors for Graphics Products provides information with respect to the details of simple, medium and complex designs/duplications.

56. Where is the web design done? In the Department of Labor service categories there is a big difference in someone that does art for web design and someone who is designing and creating links within the web sheets. Is the SP doing the links, the interactive portion of the web design or are we just doing the art.

RESPONSE: The SP will provide the art. The webpage is part of ITBC and is done by the ITBC webmaster. See question 21 above.

57. The phone number listed in the solicitation for the library is never answered. Is there another number?

RESPONSE: The correct number for the librarian, Ms. Riley, is 210-221-9855. As an alternate the phone number for the front desk in the A-76 Operations Center is 210-221-2276. They can get the message to the librarian if she's not in the library. Request you contact either Ms. Tolbert (210-221-4220) or Mr. Hankins (210-221-4122) if you wish to visit the library and they will set up an appointment for you.

58. Is there a 5-year program for equipment replacement and is it possible to get a copy of it? Are the systems authorized by the TDA?

RESPONSE: There is no 5 year program for equipment replacement related to the equipment required by this PRD.

59. What are the hours of the Self Help Center has to be open? In the self-help center, individual soldiers or anyone on the post can come in and utilize those resources to develop their own material. Is that correct?

RESPONSE: The Self-Help Center is open from 8am to 3:30 pm Monday through Friday. Currently, the center closes from 11:30 am to 12:30 pm for lunch. The Self-Help Center is available to military and DoD civilians in the performance of their jobs.

60. The SP is then required to furnish all the resources that individual soldier or departments will be using to create their own materials. Is that correct?

RESPONSE: Yes.

61. Is there cost data available for resources used here?

RESPONSE: Supply cost for the self-help center was approximately \$2,500 in FY01. This amount is included in the \$170,000 referenced in the response to question #6 above.

62. On the Bugle Call requirement where someone has to be available 24/7, 365 days a year. If the SP is contacted outside normal working hours, does the Government pay overtime?

RESPONSE: No, the SP calculates that into his proposal. Overall total historical overtime for VI Services for FY00 was 1,669 hours and FY01 was 1,433 hours. This does not take into consideration compensatory time that was given/used and not tracked. Overtime was not tracked by specific branch or tasks.

63. Does the Government pay TDY for the trips identified in TE 5?

RESPONSE: No. We've identified the historical trips and SP should to budget accordingly.

64. Past performance, is it supposed to be submitted before the rest of the proposal goes in?

RESPONSE: You can either submit the responses from your references with your proposal or you can have your references submit their response directly to Ms. Tolbert. If they come directly from the references, make sure that the response is identified for this solicitation and for the particular offeror. Make sure that all responses are received by the date and time set for receipt of proposals. Late responses will not be accepted or considered.

65. With this new organization, will there be a redo of the support agreements?

RESPONSE: There may be.

66. Reference paragraph C-1.5.10 states that the "...Service Provider is encouraged to apply appropriate alternative work schedules to minimize overtime consumption." So overtime is there and you're actually paying for it.

RESPONSE: The Government will not pay for overtime. The service provider should utilize alternative work schedules to deal with overtime situations of cost overtime as part of the FFP proposal. See response to question #62 above.

67. Do you see a population growth with the new command setting up that could impact the workload?

RESPONSE: Not at this time. The figures we've seen so far shows less than 100 people connected with the new command. So right now we don't see anything that would impact our workload count in the solicitation.

68. With the BRAC commission being reinstated and base realignments going to take place over the next 24-36 months, and if there is a major relocation to Fort Sam from other locations, then this requirement would be renegotiated for increased level of support. Right?

RESPONSE: If there were changes to the workload that's indicated in the solicitation and you were providing services at that time, then your avenue would be to come in to the Contracting Officer with your request for equitable adjustment due to changes in workload.

69. Is it possible to separate the supply costs out as a cost reimbursable line item and make the labor fixed price line item like the TRADOC did?

RESPONSE: We do not intend to use cost reimbursable line item for supplies. See response to question #20 above.

70. It would be nice to get the breakouts requested above and a separate cost reimbursable line item for the supplies, then it's not such a stab in the dark kind of thing. All we want is a level playing field.

RESPONSE: See questions 20 and 69 above.

71. How much was spent on supplies last year?

RESPONSE: See response to question #20 above.

Note: The Contracting Officer cautioned all present that since September 11, 2001, there have actually been a couple of late proposals received and not considered. If you are going to drop off your proposal, make sure you take into consideration the time it takes to get on post. Don't wait until the last minute.

Questions, Set #5

April 8, 2002

72. After the tour discussion on April 4, 2002 there was a request for the Government to consider the supply cost as a separate line item. We feel this is a fair and reasonable request for the Government and the service provider.

Will the government provide a separate line item for supply costs in the Visual Information solicitation?

RESPONSE: See question 69 above.

73. Out of the 32 VI positions that have been identified under this study, how many are presently staffed?

RESPONSE: All positions are currently staffed.

74. **Ref, C-5.3.5.3 Presentation Support.** Please provide 2001 workload data to include:

- a.) How many of each kind of presentation (i.e. conference, workshop, multimedia)?
- b.) Length of each?
- c.) Which type and how many had rehearsals? What was their length?
- d.) What was the complexity of each? (simple, complex?)
- e.) How many required more than one person to support the requirement?
- f.) How many were supported after duty hours?
- g.) What were the total hours used for after-duty presentations for 2001?
- h.) Where was the "non-local" support provided? What was the manpower requirement needed for each?

This information is necessary to fully understand the workload and estimate the manpower.

RESPONSE: For conferences average length is 5 days. For ceremonies and other events, average length of support is 3 to 5 hours each. Rehearsals are included in the workload counts. Some events (typically ceremonies) require rehearsal support while others do not. There is no complexity measure that can be used other than to say that set up times currently average 1-½ hours. All events were supported by two personnel, and all typically require some time outside normal duty hours (see questions #87 and #88 below also). Total hours used outside normal duty hours in FY01 are 421. Non-local support was provided in 4 different locations within the US during FY01, however these locations change each year. Non-local events were supported by two personnel.

Questions, Set #6

April 8, 2002

75. *Ref Section C-1.4.1.* This section implies a requirement for continuing education, which in the VI field, is most often accomplished by attending trade shows. If approved in advance by the KO, is occasional travel to trade shows a reimbursable expense?

RESPONSE: Training is the responsibility of the SP. Travel is not a reimbursable expense. Historical recurring travel is specified in TE 5 of the PRD. The SP should consider this in development of the proposal.

76. *Ref Section C-1.5.1.3.1.* The purchase of high-end visual information equipment normally includes installation and employee training by the vendor. This section implies that the government will not include new equipment training when available. This does not seem equitable if the contractor has no authority to make purchase decisions. Please clarify.

RESPONSE: If the Government purchases and provides new equipment as GFE/GFP, then standard training provided by the manufacturer will be provided to the SP personnel.

77. *Ref Section C-1.5.2.2.* There were no cargo vehicles on the GFE list, but that doesn't mean that vehicles are not on hand-receipt to the VI Center, as is the Audio support van. If such cargo vehicles are on hand receipt to the VI Center, will they be available to the contractor?

RESPONSE: As stated in Section C-4.1.2.5 of the PRD, it is the SP's responsibility "to furnish all vehicles necessary for the performance of these requirements, except the Audio Support Van."

78. *Ref Section C-1.5.3.2.* There was not a DD Form 254 in the solicitation package, from which I assume that there is no classified work associated with this contract, nor is there a requirement for security clearances. Please confirm.

RESPONSE: See response to question #7 above.

79. *Ref Section C-3.1.2.1.* This section says that the contractor is “responsible for proper care, maintenance, repair and use” of GFP, IAW FAR 45.509. This implies that the contractor is responsible for all maintenance of all equipment, including Government furnished vehicles, computers, computer peripherals, presentation support equipment, cameras, televisions, and digital projectors – everything but copiers and photographic processors. Section C-1.1.2.1 also says that the “Base Operations Service Provider shall provide for maintenance or service not otherwise addressed....” These statements seem to contradict each other. Adding to my confusion is the fact that FAR 45.509 and sub-section 45.509-1 describe preventive maintenance requirements. Additionally, Section C-5.3.4.2 says that the contractor shall perform only minor repair of loaner VI equipment. There is a considerable difference between “repair” and “preventive maintenance.” There is also a significant cost difference between preventive maintenance, unit-level maintenance, direct support-level maintenance, and depot-level maintenance. Please clarify the maintenance requirement.

RESPONSE: See Amendment 0001. The Government will provide maintenance and repair of GFP, unless otherwise specified in the PRD (i.e., minor maintenance and repair of VI loaner equipment). The SP is still responsible for maintenance and repair of SP Furnished equipment. Any other maintenance or repair services not addressed by the PRD (i.e. including but not limited to, repairs to facilities used to perform the tasks under this PRD) will be addressed via the BOS contract.

80. *Ref Section C-3.1.2.2.* Please list all existing warranties on GFP.

RESPONSE: The question of warranties is no longer relevant. See question 79 above.

81. *Ref Section C-5.2.* Is work scheduled by submission of a DA Form 3903-R (VI Work Order) or electronic equivalent? Please describe the method by which work is approved. Must the government approve each work order? Does the contractor receive the work order directly from the customer or does the government receive it and pass it to the contractor? If the contractor receives the work order, must the contractor receive government approval before proceeding?

RESPONSE: All work except presentation support is scheduled via DA Form 3903-R, which will be provided directly to the SP. Presentation support is requested via email or tasked by the S3, Operations and Training. The Government need not approve each work order. The SP is responsible for providing the services that are described in this PRD without further Government approval. If there is a question as to whether or not requested work on a particular work order falls under the auspices of this contract, the question should immediately be raised to the KO or COR for review and resolution.

82. *Ref Section C-5.3.1.1.* There is a significant price differential between an employee who provides content to web page designers and an employee who designs and creates links and interactive web pages. Please clarify the contractor’s responsibility for web page services.

RESPONSE: The SP will provide the art. The webpage is part of ITBC and is done by the ITBC webmaster. See question 21 above.

83. *Ref Section C-5.3.2.1 inclusive and TE 5.* Since this is a Firm Fixed Price procurement, the potential cost of materials is a significant price factor. Not knowing the sizes of graphic arts products makes it virtually impossible for offerors to estimate the potential cost of materials. Please provide the following information:

a. Of the graphic arts products that are produced in hard copy format, please provide the approximate numbers of various sizes of simple, medium and complex products: 8.5x11 and smaller, standard poster size and smaller, and larger than standard poster size.

b. Please indicate the percentage of each size product that is laminated.

c. Please provide a similar breakdown of the 119,601 graphic arts product duplications.

RESPONSE: See questions 38 and 55 above.

84. *Ref Section C-5.3.3.3.* How many location photo shoots required work that began before normal duty hours or ended after normal duty hours.

RESPONSE: There were 5 photo assignments that required overtime.

85. *Ref Section C-5.3.3.4. and TE 5.* This section implies that chemical photographic processing is utilized only for customer provided film. Is this correct or is the contractor expected to perform film photography as well as digital photography. Please clarify. If the contractor is to use both photographic methods, please specify how many of the 10,658 prints associated with C-5.3.3. are chemical and how many are digital. Please clarify who decides whether to use film or digital cameras, the contractor or the government.

RESPONSE: 95% of all shooting assignments were done on film that had to be processed and printed. 90% of prints (both customer film and shooting assignments) were printed in the darkroom. 100% of studio portraits were shot of film, printed digitally.

86. *Ref Sections C-5.3.3.3, C-5.3.3.4 and TE 5.* Other than OMPF photos, please specify the size of photographic prints produced: 3x5/4x6, 5x7, 8x10, 11x14, and 16x20 or larger. Specify how many of each are Black & White.

RESPONSE: 11x14 and 16x20 prints were not printed. If black & white prints were requested, they were shot with color film and printed digitally with color removed. 90% of shooting assignments = 4x6 prints. 90% customer film = 4x6; 10% customer film = 5x7. Studio portraits: 50% = 8x10; 35% = 5x7; and 15% = 4x6 or smaller. All other prints: 80% = 8x10 and 20% = 5x7.

87. *Ref Section C-5.3.5. and TE 5.* We were unable to visit sites operated by presentation support employees or review presentation support work orders. The scheduling board in Building 913 listed several presentation support missions, all of which lasted 3 days or more. Workload data at TE 5 gives no description of presentation support missions. Please clarify the

presentation support requirement in terms of length of mission: 1-4 hours, 1 day, 2 days, 3 days, 4 days, and five days. Additionally, since we were unable to visit the actual work sites or review work order files, we do not know whether support consists of only an audio technician, audio and light technician and projectionist. Please provide a clearer description of the presentation support requirement in terms of personnel requirements.

RESPONSE: See response to question #74 above. All normal start times for conferences are 0730 and last until 1630, except on Fridays when the conference generally ends at noon. For all events, equipment must be set up and operational prior to the start time and must be broken down afterwards (unless, for conferences, the location can guarantee security of the equipment overnight). Conferences normally take place at hotels. Currently, both an audio and video technician performs the necessary tasks.

88. *Ref Section C-5.3.5.3.* How many presentation support missions required work that began before normal duty hours or ended after normal duty hours, including transport, set-up and equipment removal.

RESPONSE: See response to questions #74 and #87 above.

89. *Ref Section C-5.3.5.3.* We were unable to visit any presentation support sites. When compared to Section C-5.3.5.2, this section seems to require presentation support at sites where audio, playback and projection equipment is permanently installed. Is this true? If not, please clarify. Please state whether indoor venues have pre-installed equipment. If yes, state which sites have pre-installed equipment and which sites require equipment to be transported to the site, installed for the mission and removed after the mission.

RESPONSE: The auditorium has installed equipment that is used for presentation in that facility. Other on-post facilities except Roadrunner Activity Center have some installed equipment, but in general VI personnel currently transport equipment for events in these facilities. Off-site events generally do not have installed equipment.

Questions, Set #7

April 8, 2002

90. Reference paragraph C-1.5.10. Are photo studio hours different from the regular duty hours of 0730 – 1630 on Monday through Friday? Are photo portraiture sessions by appointment, walk-in, or both?

RESPONSE: Photo studio hours are 0715 to 1630. Portraiture sessions are by appointment only.

91. Reference paragraph C-5.3.5.1. In reference to “Customer Service”, does the contractor accept work orders from the customers, or are the work orders accepted and approved by the COR and forwarded to the contractor?

RESPONSE: See response to question #81 above. If there is a question as to whether or not requested work on a particular work order falls under the auspices of this contract, the question should immediately be raised to the KO or COR for review and resolution.

92. Reference paragraph C-5.5.6.5. Lists presentation support functions in Wood Auditorium, Evans Theater, Roadrunner Activity Center, and Abell Hall Command Suite. Is there an available estimate as to how many presentation support functions that might occur simultaneously? Is there available estimate as to the lengths of setups, (i.e., one day, two day, three day, etc.)?

RESPONSE: There is no information available on events occurring at the same time. See response to question #74 above.

93. Reference paragraph C-5.3.5.2. Refers to the equipment for maintenance in the mobile van. (1) Is there an available list of the equipment other than the broad list described in C-3.1.4? (2) Is vehicle a long term loaned vehicle from GSA or does the contractor check out the vehicle on an as needed basis?

RESPONSE: The audio support van is a long-term GSA lease. Equipment in the van consists of amplifiers and mixers. The equipment racks are designed to provide equipment redundancy to ensure that operational equipment is always available. The equipment in the van belongs to the VI division.

94. Is there an available estimate of how many support functions require both presentation support and photo support simultaneously?

RESPONSE: No detailed information is available.

95. Reference TE-5-2. Lists 3 travelers for TSAMS-E training. Can you identify, by job title only, these 3 individuals?

RESPONSE: See Amendment 001. The VI division currently sends an individual from the TV branch (which is not within the scope of this solicitation) to TSAMS-E training. This individual then provides training to other VI personnel in the Photo, EMIC and Presentation branches as necessary.

96. Reference paragraph C-5.3.2.2. Is there an available estimate number of self-help customers served?

RESPONSE: See Amendment 0001. TE-5 is amended to reflect a workload of 88 self-help customers assisted by Graphics personnel, in addition to what is already there. (This reflects only the number requiring assistance from the Graphics personnel, not the total number of self-help center users.) There is no record of the total self-help customers served.

97. Reference TE-5-1. Is there an available breakout of self-help products from the overall category of graphics products?

RESPONSE: This information is not available.

98. Reference TE-2-1. This TE cites the performance standard for photographic output work as being completed in less than 5 workdays. Is there also a performance standard for the completion dates of graphic and multimedia work? If so, is the performance standard categorized by the type of work, number of products produced, complexity, etc.?

RESPONSE: Currently, turnaround time for graphics products is two weeks. Customers may in some cases request a particular date of completion on the work order. In special situations, it may be necessary to accommodate shorter turnaround times.

99. The solicitation contemplates a Firm, Fixed-Price contract. Schedule B does not mention supplies or materials, rather non-personal services. Paragraph C-4.1.2.3 addresses Supplies and Parts and requires the Service Provider to provide all supplies and parts used in the performance of the PRD. Paragraph C-4.1.2.1 indicates that no residual supplies will be available to the Service Provider. The Revised Supplemental A-76 Handbook indicates that common or "wash" cost should be excluded from cost comparisons. In example, many of the materials and supplies used in the production of graphic products and photographic products would be the same regardless of the Service Provider chosen, be it a contractor or the MEO. Would the Department of the Army consider supplying the materials and supplies in order that these common costs could be excluded from the MEO's and private offerors' bids? In the first alternative, would the DA consider a different type of contract, which would include FFP portion and a line item for reimbursable cost associated strictly with supplies and materials?

In the second alternate, could additional information, such as historical material and supply cost, be made available to private sector offerors?

RESPONSE: We do not intend to use a cost reimbursable line item for supplies. See response to question #20 above.

Questions, Set #8

April 10, 2002

100. Ref. C- 5.3.2.3 Troubleshooting Services-"The service provider shall provide equipment troubleshooting for failed or malfunctioning equipment. Call service contractor for problems requiring more than one hour of effort." This is confusing, does this mean that the Service Provider is only required to do "first look" Maintenance? Will there be a service contract for repair of VI Equipment?

RESPONSE: The Service Provider is to troubleshoot the equipment to see what the problem is and fix it if they can (e.g. tighten/replace a bulb, etc). If it is something that requires extended work or repair, then the SP should contact the COR for necessary procedures.